



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

COPY

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April 2, 2010

Rene Stephens  
Campus View Home  
1411 Falls Avenue East, Suite 703  
Twin Falls, ID 83301

Provider #13G070

Dear Ms. Stephens:

On **April 1, 2010**, a complaint survey was conducted at Campus View Home. The complaint allegations, findings, and conclusions are as follows:

**Complaint #ID00004459**

**Allegation #1:** Individual's personal information is not kept confidential.

**Findings:** An unannounced on-site recertification survey was completed at the facility from 3/22/10 - 3/25/10. During that time, observations, record review, review of the facility's incident reports and investigations, individual interviews, and guardian interviews were conducted. Additionally, telephone interviews with staff were conducted on 4/1/10. The findings include:

Observations were conducted at the facility on 3/22/10 from 3:30 - 4:20 p.m. and 5:35 - 6:30 p.m., and on 3/23/10 from 7:15 - 8:55 a.m. During those times, staff were observed to keep all information confidential.

Three individuals were selected for in-depth review. There was no noted concern with release of individuals' confidential information.

The facility's investigations from 5/1/09 - 3/22/10 were reviewed, as were the incident reports from 10/1/09 - 3/22/10. None of the investigations or incident reports indicated inappropriate release of confidential information.

Two individuals residing at the facility were interviewed on 3/22/10 during the observations from 3:30 - 4:20 p.m. and 5:35 - 6:30 p.m. Neither individual expressed concern regarding inappropriate release of their personal information.

On 3/23/10 at 11:00 a.m., an individual's guardian was interviewed. The guardian expressed no concerns about inappropriate release of confidential information.

Telephone interviews were conducted with 10 direct care staff on 4/1/10 from 8:05 a.m. and 12:45 p.m. Nine of those staff stated they were not aware of situations where individuals' personal information was not kept confidential. One of those direct care staff stated she knew of a former staff that had released an individual's personal information at home and was terminated.

Therefore, the allegation was unsubstantiated and no deficient practice was identified.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

**Allegation #2:** Individuals are not treated with dignity and respect.

Findings: An unannounced on-site recertification survey was completed at the facility from 3/22/10 - 3/25/10. During that time, observations, record review, review of the facility's incident reports and investigations, individual interviews, and guardian interviews were conducted. Additionally, telephone interviews with staff were conducted on 4/1/10. The findings include:

Observations were conducted at the facility on 3/22/10 from 3:30 - 4:20 p.m. and 5:35 - 6:30 p.m., and on 3/23/10 from 7:15 - 8:55 a.m. During those times, staff were observed to treat all individuals with dignity and respect.

Three individuals were selected for in-depth review. Those three individuals' records did not contain documentation of staff making inappropriate comments to them at any time.

The facility's investigations from 5/1/09 - 3/22/10 were reviewed, as were the incident reports from 10/1/09 - 3/22/10. None of the investigations or incident reports documented individuals being subjected to inappropriate comments from staff or other dignity and respect issues.

Two individuals residing at the facility were interviewed on 3/22/10 during the observations from 3:30 - 4:20 p.m. and 5:35 - 6:30 p.m. Neither individual expressed concern about staff making inappropriate comments to them or others residing at the facility, or concerns about other dignity and respect issues.

On 3/23/10 at 11:00 a.m., an individual's guardian was interviewed. The guardian expressed no concerns regarding inappropriate comments being made to individuals residing at the facility, or concerns about other dignity and respect issues.

Telephone interviews were conducted with 10 direct care staff on 4/1/10 from 8:05 a.m. - 12:45 p.m. Six of those direct care staff stated they were not aware of staff making inappropriate comments to individuals residing at the facility. Three of those direct care staff stated they had no personal experience with staff making inappropriate comments to individuals residing at the facility but had heard rumors of issues in the past. One staff stated she was aware of an incident where staff were making inappropriate comments to individuals, but the facility had investigated the incident and a staff member was terminated as a result.

Therefore, the allegation was unsubstantiated and no deficient practice was identified.

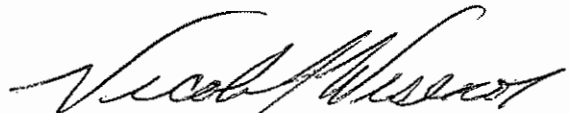
Conclusion: Unsubstantiated. Lack of sufficient evidence.

As none of the complaints were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,



MICHAEL A. CASE  
Health Facility Surveyor  
Non-Long Term Care



NICOLE WISENOR  
Co-Supervisor  
Non-Long Term Care

MC/mlw